

Epsom & Ewell Borough Council

Role Profile Template

Role Title:	House Manager
Job Family:	Technical Administrative Support (G8 Proposal)
Service:	Commercial Services
Location:	Epsom Playhouse
Reporting To:	Theatre Manager

Role Purpose: <i>Why the role exists and its contribution</i>	To have overall responsibility for the operation of the theatre before, during and after performances. To lead, direct and be responsible for the welfare of the public, staff, and artistes whilst on the premises.
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Main Purpose

The Front of House Manager will manage and co-ordinate events and take the lead in the effective provision of duty managers for all performances and events. Ensuring that the presentation and customer service of the building is of a first -class standard, at all times.

The Front of House Manager is responsible for the supervision and safety of patrons and all Front of House and stewards at performances, hire and events. As part of their duties a Front of House Manager will be expected to undertake setting up of rooms and events for hire, as well as being the main point of contact for hirers.

Front of House Managers will have access to secure information, as well as financial, and the management of financial records, ensuring protocols and processes around cash-handling and record-keeping are rigorously maintained.

As a member of the management team the Front of House Manager will work closely with other managers at the theatre to contribute to the achievement of the Council's corporate vision, behaviours and priorities and the development of the Council's high performing culture.

MAIN DUTIES

1. To have overall responsibility for the theatre, prior, during and post-performance.
2. Manage and implement detailed strategies for hire and events. This will include key liaison with all hirers and enquiries following booking. Collecting suitable information from and advising hirers and arranging distribution of information between departments. And sustain on-going relations with hirers, prospective and potential hirers, to grow and generate income.
3. Deputising for the Theatre Manager and other members of senior management of the theatre whilst staff are on AL.
4. Manage the Front of House stewarding team (up to 40+). Delivering training and standards of performance which are maintained through induction and continued training. Delivering at point of service to patrons a first-class customer experience.
5. Maintain all systems related to the operation of Front of House, inclusive of signing all Riders provided by hirers, sending Health & Safety documents related to their hire, to determine any further requirements to facilitate their visit and performance.
6. Ensuring Health & Safety guidelines are adhered by the regular holding of fire drills with the Playhouse staff and voluntary stewards and record that they have taken place. Evacuation drills are rehearsed or talked through at every pre-show briefing.
7. Operate in a way that protects the health and safety of you and that of others, in accordance, with the Health & Safety at Work Act 1974. This includes the regular preparing and regularly checking the environment, in which you are working, to ensure it is safe for you and any else who may be there now or in the future.
8. Ensure the performance of the service delivers effective first-class customer service, safety and maximising revenue generation and smooth operation, through leadership and supporting colleagues.
9. Deliver and manage the rotas for both casual duty managers and the allocation of performances/events to stewards on a bi-monthly basis, ensuring, that all events are staffed to an appropriate level.

10. Be responsible for reconciliation of PDQ sales, cash handling, and maintenance of all records relating to the banking resulted from sales of merchandise and ice-cream. Issuing, when requested, Show Company Reports and merchandise. Monitor the theatre's cash floats for banking purposes and when needed, generate a change order directly to the bank.
11. Create, update, record and implement Risk Assessments in accordance with the needs of the theatre, where identified. Where exceptional circumstances dictate, employ the services of additional security to run a performance.
12. Be the first point of contact when a complaint is made, during the course of a performance, in addressing immediately the issues or concerns raised by a patron and seeking an active resolution. Liaising with Box Office and the Bar to deliver a streamlined service for patrons whilst visiting the theatre to ensure that expectations are met for both patrons and the visiting company or artiste.
13. Meet designated targets with specified timeframes as set out in the agreed work schedule or that day or week. Deliver targets in line with the relevant standard of operating. Proactively in anticipating potential issues that might impact on future events.
14. Be First Aid trained, and a First Aider for the building; able to respond to any emergency situation. And where identified, put in an immediate call for First Aid Services, whilst attending to the patron in a way which will secure a positive outcome.
15. Attend and conduct meetings with stewards and management to discuss, brief and respond to current and ongoing issues. Generate regular newsletters with updates for stewards and put in the diary social events for stewards and members of the Playhouse, including a regular coffee morning and steward's evening.
16. Work independently, and at the end of the shift, be prepared to close the building down, on your own. Ensuring that all areas of the building are closed satisfactorily and that the alarm system is set on leaving the building.

The key decision-making areas in the role
<p>Makes final decision regarding Health and Safety issues to ensure everyone's safety whilst on the premises</p> <p>Prioritise workload with the realisation that at times during the shift, interruptions will take priority making attention or concentration difficult</p> <p>Be responsible for which routes to use during an evacuation. Ensure the existing drawn up plans are regularly checked and updated and immediately pass on to all relevant staff any changes that are made.</p>
Customers and contacts
<p>Knowledge of other service areas within the Council/Authority</p> <p>Be familiar with the timings, needs and concerns of all visiting companies ensuring they are aware of who is their point of contact when in the building</p> <p>Deliver first class customer service to all Playhouse visitors</p>

Dimensions of the role	
Financial	Non-financial
<ul style="list-style-type: none"> • Programmes and merchandise reconciliation approx. £6000 per year • Promote sales of ice cream takings to meet the yearly financial income target 	<ul style="list-style-type: none"> • Managing up to 600 members of the general public • Monitor the usage of mobile phones by the audience • Discuss with visiting companies regarding the audience taking photos and filming • Health and safety of customers • The supervision and management of 40+ volunteers • Before every event, brief the volunteer stewards and run through a mock evacuation

Person Specification

Qualifications and Training	Essential (E) or Desirable (D)	Application	Interview/ Assessment
Good standard of education including English & Maths or equivalent	E	E	D
Attend Council induction	E	E	E
Become familiar with and adhere to Playhouse policies and procedures	E	E	E
Knowledge and Experience			
Substantial experience of running a public building	E	E	E
Customer services experience	E	E	E
Understanding of Health and Safety Regulations for a public building	E	E	E
Skills			
To deal with a variety of people whilst under pressure	E	D	E
IT literate Microsoft Office	E	E	D
Thinking on feet when faced with situations which require immediate decisions	E	E	E
First aid certificated	D	D	D
Manage a team of volunteers with regular training – utilise untapped skills	E	D	D
Effective communication – written and oral	E	E	E
Working under pressure and to deadlines	E	E	E
Anticipates problems to prevent them occurring in the first place	E	D	D
Experience within a theatre environment	D	D	D
Keen interest in Performing Arts	E	D	D
Excellent team player	E	E	E
Able to work with minimum supervision	E	E	E

ADDITIONAL NOTES

Over and above the points illustrated above, attention should be drawn to the following:

- The role of House Manager carries extensive responsibilities aside from those stated. The House Manager must be prepared to take on housekeeping duties, from making sure the foyer is kept in a presentable state, whether that be cleaning up after sick patrons, emptying bins or hoovering.
- The House Manager must also take the lead with stewards in ensuring where there is more than one performance in a day that they and the attending stewards do a clear through between shows; saving an additional expenditure of having to have a cleaner on-site.
- If a show runs late a House Manager must stay on-site, irrespective of other members of staff, until the building is clear and everyone has vacated, then lock up, often with no-one else around.
- Historically the role employed two House Managers contracted to work 36 hours each. At that point in time all respective responsibilities could be covered within those contracted hours. The role is now contracted to two House Managers each doing 18 hours. Where two full time House Managers were in place to comprehensively cover the role, we now have two part time managers equivalent to one House Manager. The role has not lessened in responsibility, in many ways the workload has increased to reflect the demands of the public, hirers and the theatre.
- 18 hours, over the three days that we work allows us solely to concentrate on our Front of House duties, the performance or event. It does not consider the hours over and above that need to be spent dealing with the day-to-day office administration, training, allocation of steward duties and the multitude of tasks which fall under our remit.
- The average full time hourly rate for a Front of House Manager is £14.01 per hour. Our contracted 18 hours do not currently reflect the market rate. (ref: Glassdoor (Aug23), Jooble (Aug'23)).